Daily Maintenance – Automatic Software Distribution

Final
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Revision History

The Revision History table below lists in chronological order each minor revision of this document. A minor revision is defined as a set of changes affecting fewer than 30 percent of the pages in the document.

-1- Date	-2- Author	-3- Revision Number	-4- Change(s) Made	-5- Affected Page(s)

[1]**Date:** date of the revision, listed on the cover page (format: MM/DD/YY)

[2]**Author:** person(s) responsible for revising the document (first and last name)

[3]**Revision Number:** version number, as listed on the cover page

[4]**Change(s) Made:** list of modifications (e.g., section added, exhibit revised, paragraph deleted, etc.)

[5]**Affected Page(s):** list of pages that were revised (e.g., 1, 2, 4-6, etc.)

Entries in the Revision History table are deleted when a document undergoes a major revision, called a document update. A document update is defined as a set of changes affecting more than 30 percent of the pages in the document. Document updates do not need to be listed in the Revision History table.

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Document Storage

The NMCI Operations Library assigns identification (ID) numbers for NMCI documents and stores the master editions. To contact the library, telephone or e-mail the Operations Librarian (James R. Taylor, 703-742-1940, ISFOPSLibrary@eds.com).

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1. INTRODUCTION

NMCI uses an application called Radia to distribute automated electronic software updates and Daily Maintenance updates to workstations. Periodically, new versions of applications and recently certified legacy applications are installed on NMCI workstations through this process. A Radia Connect automatically validates the required software, ensures that the correct security configurations are in place, and maintains the correct state of client workstations (i.e., critical patches, software move/add/changes). This document assists users in underestanding how this important process works and how the best results can be achieved. Contact the NMCI Help Desk at 1-866-THE-NMCI (1-866-843-6624) for any questions.

This function only applies to workstations that are directly connected to the NMCI network; this does not apply to Remote Access Service (RAS) users.

2. NMCI DAILY MAINTENANCE OVERVIEW

Automatic Software Distribution is synonymous with Daily Maintenance. Radia installs new applications and software packages on workstations targeted to receive updates. The Radia Connect occurs overnight between 1:00 a.m. and 5:30 a.m. to minimize impact on users during the day.

Users should log off the NMCI network and leave the workstation powered on when leaving the office at the end of the workday. A workstation must be on for the Radia connection and update to occur. To log off a workstation, perform the following steps:

1. From the menu, click **Start**.
2. Click Shut **Down**.
3. Click **Log Off**.
4. Click **OK**.

NOTE: Do not lock the workstation.

Leaving the workstation on over night allows the Radia connection to occur and the NMCI Network Operations Center (NOC) servers to automatically install any software packages assigned for a particular workstation. If new software packages are not required, the connection ends with no changes to the workstation.

The following are two primary components to Daily Maintenance:

- Nightly Connect. This function occurs only during the maintenance time period for each site with Daily Maintenance enabled. The current maintenance time period for NMCI is from 1:00 a.m. to 5:30 a.m. If the workstation is shut down and powered off during this time, the updates will not be received. The Daily Maintenance function will run the next time the user logs in to the NMCI network (excluding RAS connection). The user is prompted and given the opportunity to proceed or cancel this function. However, the user is given the ability to cancel only three times. On the forth cancellation, it automatically runs, regardless of what is clicked. This process allows workstations to receive software applications and critical updates overnight when it is less intrusive to the users work schedule.

- Login Script. When the user logs on, the second part of Daily Maintenance occurs. When a user logs on to the NMCI network and the Daily Maintenance is enabled, the Login Script runs.

  If for some reason Daily Maintenance did not run during the maintenance time period (i.e., workstation was off line, the user was deployed, network connectivity problems, etc.), the Login Script portion executes a Radia Connect to ensure that any pending applications are promptly delivered to the user's workstation. This includes Information Assurance Vulnerability Alert (IAVA) and Information Assurance Vulnerability Bulletin (IAVB)-related applications, and/or Move/Add/Change Requests. It should be noted that, depending on operational and security requirements, IAVA/IAVB might also be pushed to workstations during the day.

  Expected time varies, depending on the size of the applications being deployed.

This process helps ensure that when users shut down their workstations or take their laptops home at night, they still receive the critical software applications when reconnecting to the NMCI network.

2.1 REQUIRED USER ACTION

When a user logs in to an NMCI seat, a small N icon appears in the bottom right corner of the taskbar as seen in the screenshot below.


After a period of 5 to 30 minutes, Radia prompts the user to decide on the next action.

2.2 DESCRIPTION OF PROCEED AND CANCEL OPTIONS

Clicking **Proceed** allows the software distribution process to continue. Radia determines if the workstation has any pending software applications to be delivered and takes appropriate action. Radia begins the installation of any applications that are queued, or it takes no action if the system does not require updates.

When Proceed is clicked, the following dialog box appears:
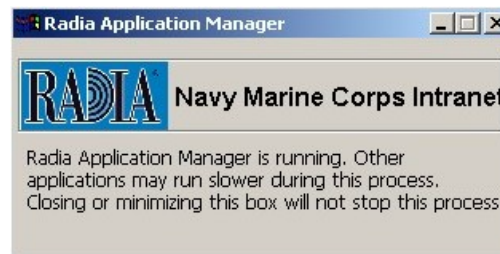
This message indicates that the workstation has initiated the software distribution function and is currently in progress.

Radia performs the following tasks:

- Determines if the user's workstation has any pending software changes.

- Executes the software installation process if any changes are required.

- Determines if rebooting is required to complete application updates and initiates the procedure.

Clicking **Cancel** allows the user to defer the software distribution process and continue at a later time.

After Cancel is clicked, the N icon disappears from the bottom right-hand corner of the taskbar. No other Radia or software distribution processes occur using Daily Maintenance unless the user performs one of the following; in which case Radia may restart the process:

- Logs out and back in the workstation.
- Reboots and logs in.
- Attempts to defer the Radia process more than three times.

> **NOTE:** The user may defer this process only three times. After the fourth attempt, Radia continues the software distribution process regardless even if Cancel is clicked.

2.3 REBOOTING

If Radia determines a workstation requires rebooting to complete an update, the user is prompted prompted with the following dialog box:
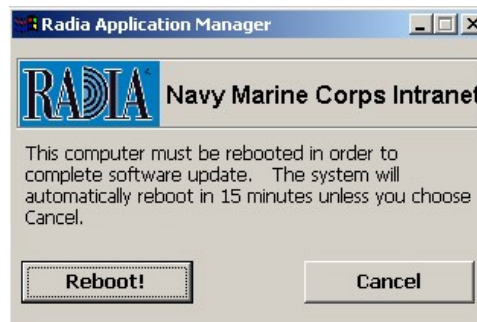
NOTE: To prevent interruption to a user's work, defer the Reboot process as many times as necessary. However, it is recommended to reboot by the end of the day to ensure that all updates have been applied successfully.

In addition, if Reboot or Cancel is not clicked within 15 minutes, the system automatically reboots.

NOTE: It is important to note that any unsaved work (documents, e-mail messages, etc.) will be lost during this reboot process.

3. IMPORTANT THINGS TO REMEMBER

The following is important information regarding the Automated Software Distribution process:

- The user may receive anti-virus definition file updates over the NMCI network. These updates occur when connected to the network, including RAS, are not part of the Radia software delivery process, and may be deployed at any time based on security update requirements. A process specifying that the workstation is "Load-Balancing…." may appear. This is an anti-virus function and is unrelated to Radia and the Daily Maintenance process.

- Currently, only new applications are added to NMCI workstations using Daily Maintenance. The ability for the Radia mechanism to automatically delete, uninstall, and/or repair applications is currently disabled for the entire organization.

Important Note: Some application packages deployed using Radia have been designed to uninstall or remove an earlier version of an application before installing the updated version. The Radia mechanism itself cannot uninstall applications, but if designated, the application packages can. A specific example is the SIGMA Suite. After deployment, the SIGMA Suite packages look for previous versions of Sigma (Sigma SAP, Cyberdocs, etc.) and it uninstalls/removes all information from the client workstation, then begins to install the updated version to the client workstation. If this process is interrupted between the uninstall/reinstall process, it can leave users in this undesirable state, where they are without any applications until repaired. Consequently, it is important to allow the Radia processes to complete without interruption. NMCI reports if applications perform this uninstall routine before deployment. To provide the user with current information on this activity, a new software update section has been added to the User Information Web page at http://training/userinfo/ (NMCI Homeport).

If leaving your workstation unattended for any length of time, do not leave documents, spreadsheets, or e-mail messages unsaved. Saving work will prevent any data loss caused by rebooting that may occur during the automatic software distribution process.

If consistent with the Command Physical Security Policy, leave laptops powered on and plugged into the NMCI network to receive new applications. If required to log off and physically disconnect from the network at the end of the workday, any new applications will be received the next time the user you logs in to the network.

NOTE: Radia Connections or Daily Maintenance are not received during RAS.

NOTE: Laptop users may see the Radia N icon in the bottom right-hand corner of the taskbar while using RAS (dial-up access). It is important to note that there will be no software delivery using Radia during dial-up so disregard this icon.

- **Desktop users** should leave their workstations powered on overnight and log off your computer at the end of the day.

- If a user must interrupt the Radia software distribution process, it is best to do this at the Proceed/Cancel option. Interrupting the process while software is being delivered creates delays in receiving applications, as it may cause Radia to repeat the delivery process.